



**OTCnet<sup>SM</sup>**  
*Deposits Made Simple*

## Chapter 9: Troubleshooting

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### **OTCnet Participant User Guide**

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## TABLE OF CONTENTS

Audience, Overview and Topics .....	1
Topic 1. Troubleshooting Overview .....	3
Topic 2. Problems Closing/Approving a Batch .....	4
Topic 3. Troubleshooting Passwords and User Access.....	5
OTCnet Password Configuration for All Users.....	5
Troubleshooting Account Issues.....	6
Topic 4. Troubleshooting Scanner and Printer Issues .....	8
Scanner Imaging or Check Reading Problems .....	8
Properly Scan a Check.....	8
Scanner Problems -all Scanner Types .....	9
EC7000i Scanning Problems.....	10
Panini Scanning Problems .....	10
Default Sound Signals.....	11
Check Processing Error .....	11
Keypad/ Scanner Problem.....	11
Printer Problems .....	11
Topic 5. Troubleshooting Error Messages.....	13
Error Messages.....	13
Troubleshooting Errors within OTCnet Check Capture and Check Processing.....	13
Topic 6. Problem Accessing OTCnet .....	16
Topic 7. Adjusting an Incorrect Entry.....	17
Topic 8. Problems Balancing to CA\$HLINK II .....	18
Topic 9. Refilling the 'Electronically Processed' Hand Stamp .....	19
Summary .....	21
Glossary.....	22
Index.....	30

## LIST OF TABLES

Table 1: Default Sound Signals.....	11
Table 2. Check Scanning Error Messages .....	13
Table 3. Check Capture Configuration Error Messages .....	14
Table 4. Batch Management Error Message .....	14

## LIST OF FIGURES

Figure 1. Single Sign OnPage (Forgot Your Password? Link) .....	5
Figure 2. Forgot Your Password Page .....	6
Figure 3. Self-Service Account/ Password Page .....	6
Figure 4. Properly Scanning a Check.....	8
Figure 5. Step 1: Refill Hand Stamp.....	19
Figure 6.. Step 2: Refill Hand Stamp.....	19
Figure 7. Step 3: Refill Hand Stamp.....	20



# Audience, Overview and Topics

## Audience

The intended audience for the *Troubleshooting Participant User Guide* includes:

- System Administrator
- Check Capture Administrator
- Check Capture Lead Operator
- Check Capture Operator
- Check Capture Supervisor
- MVD Viewer
- CIRA Viewer

## Overview

Welcome to *Troubleshooting*. In this chapter, you will learn:

- How to gain/ regain user access and passwords
- How to resolve problems transmitting and closing a batch
- Who to contact for access problems
- How to handle scanner issues
- How to decipher OTCnet error messages
- How to refill the 'Electronically Processed' hand stamp

## Topics

This chapter is organized by the following topics:

- Topic 1. Troubleshooting Overview
- Topic 2. Problems Closing and Transmitting a Batch
- Topic 3. Troubleshooting User names and Passwords
- Topic 4. Troubleshooting Scanner and Printer Issues
- Topic 5. Troubleshooting Error Messages

- Topic 6. Problem Accessing OTCnet
- Topic 7. Adjusting an Incorrect Entry
- Topic 8. Balancing in CA\$HLINK II
- Topic 9. Refilling the 'Electronically Processed' Hand Stamp

## Topic 1. Troubleshooting Overview

This section of the *Troubleshooting User Participant Guide* assists with problems that may occur while using the Check Capture and Check Processing functionality of OTCnet. It is to be used only as a guide as each situation can present its own set of background circumstances making the problem unique.

Certain situations may require assistance from your internal management, i.e., System Administrator or IT personnel. Once these avenues have been exhausted, Agencies should then refer to this section of the User Guide to determine if their problem is addressed. After that, contact the Treasury OTC Support Center at (866)945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at [FMS.OTCChannel@citi.com](mailto:FMS.OTCChannel@citi.com).

## Topic 2. Problems Closing/Approving a Batch

If you are unable to close a batch, please check the following:

- User roles have not been changed. Contact the **PLSA** to determine if the user's role has been updated/changed. Have a different user with Batch Management responsibilities log into and try to upload the batch. If the batch approval is successful, the user's role may have been modified and the user no longer has Close Batch responsibility. If needed, request that the user's role be updated to enable batch transmission. User roles and access are centrally managed by ITIM.
- Ensure that the user rights have not changed on the computer or that the computer name has not changed.

If you are still having difficulty, please contact the Customer Support desk at Support Center at 866-945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4.



## Topic 3. Troubleshooting Passwords and User Access

### OTCnet Password Configuration for All Users

Only authorized users can gain access to OTCnet. The OTCnet **Primary Local Security Administrator (PLSA)** or **Local Security Administrator (LSA)** creates your account in **IBM Tivoli Identity Manager (ITIM)**, and assigns roles and permissions to each user. As a new user, you must also be approved by an approving **PLSA** or **LSA**. As a new user, your **PLSA** will assign you a temporary password. You are required to change the temporary passwords upon initial login to OTCnet.

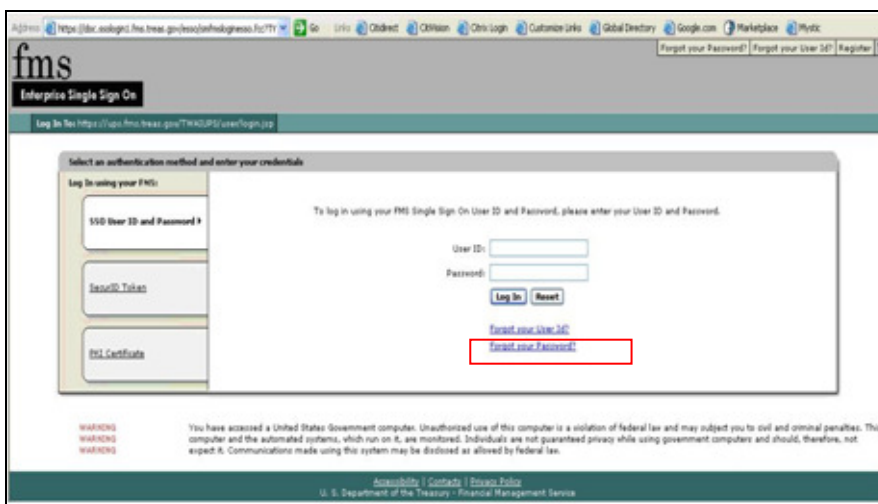
Following your initial password change, your password expires every 90 days and you have to change your password to a new, unique password. For complete specifics, see the 'Password Requirements' part of the *Appendix*. You may also change your password if they feel as though it has been compromised. The system maintains a record of the last 10 passwords used. You are not allowed to re-use these passwords.

Password history retention is the number of most recent previous passwords stored by the OTCnet for each user.

If you forget your password, you can reset your password yourself by following the steps below:

1. From the *Single Sign On* page, click on the **Forgot your Password?** link as shown in Figure 1 below.

Figure 1. Single Sign OnPage (Forgot Your Password? Link)



- The *Forgot your Password* page appears. Click the **Click Here** link for FMS Employees and Non-FMS Employees who use ITIM (see Figure 2 below).

Figure 2. Forgot Your Password Page

- The *Self-Service Account/Password Reset* page appears. Enter your **User ID** and click **Submit** (see Figure 3 below).

You will receive an email to your official email address with further instructions to complete the Self-Service Account/Password Reset process. Click **Close Browser** as shown in Figure 3 below.

Figure 3. Self-Service Account/ Password Page

## Troubleshooting Account Issues

### Inactive Accounts

After 90 days of inactivity, your account becomes inactive. You must contact your **PLSA, LSA** or Treasury OTC Support Center to have the account reactivated.

### Who to Contact for Password and User Access Issues

In the situation that your access to one of the below functionality becomes restricted, contact the following resources to resolve your access issue:

**PC Password** – If the password that is used to access your computer's operating system becomes suspended, or you cannot remember the password, contact your System Administrator Information Technology staff at your location.

**Check Capture and Check Processing** – If the password that is used to access OTCnet becomes suspended, or the user cannot remember the password, contact the **PLSA**.

Support Center at (866)945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at [FMS.OTCChannel@citi.com](mailto:FMS.OTCChannel@citi.com).

For instructions on how to reset or unlock a user's account in OTCnet for Check Capture and Check Processing, refer to the *Appendix User Guide*.

## Topic 4. Troubleshooting Scanner and Printer Issues

### Scanner Imaging or Check Reading Problems

#### Properly Scan a Check

If the scanner beeps three times when scanning an image, check the following:

1. Place the check in the scanner with the MICR line of the check aligned with the right side of the scanner (EC6000 and 7000 scanners). Gently push the check forward to allow the scanner to grasp the check. Guide the left side of the check with your finger to prevent the document from being skewed, as shown in Figure 4 below. The scanner automatically pulls the check through to begin the scan.

Figure 4. Properly Scanning a Check



2. If the problem still exists, make sure that the check does not contain creases, tears or marks, or the MICR line is unreadable. If so, please ask your customer for another check (if the customer is present). If your customer is not present, try to flatten the check or fold it in the opposite direction so it lays flat and attempt scanning again.
3. If the above scenarios are not an issue, try the following:
  - Unplug the scanner from the outlet, wait 5 seconds, then plug the cord back into the outlet.
  - Attempt to scan the check at least 2 more times.
  - Scan another check to determine if the problem is isolated to that check or a possible scanner problem.

4. If you are unable to connect to the scanner or the scanner light is red, try the following possible solutions:
  - Check that the cable is connected firmly in the back of the scanner and in the serial or USB port of the computer.
  - Replace the scanner cable with the backup scanner cable.
  - Check that the cable is in the correct port on the scanner and laptop.
  - Check that the correct COM port (only applies to serial connected scanners) is selected in the Check Capture System Administration under configuration, 'Devices' tab.
  - Make sure that the scanner is more than four inches away from all electromagnetic devices. These devices include the computer, credit card reader devices, laser beams from bar code scanner devices, etc.
  - Make sure the scanner is plugged in and the power strip is turned on (The amber light indicates power up was successful).
5. If there are still problems, please contact your System Administrator. If the System Administrator cannot resolve problem, call Customer Service to determine if a replacement scanner needs to be ordered.

## Scanner Problems -all Scanner Types

When you are in single check mode and start the scan process, and then cancel the process to switch to batch mode an issue may arise. This is not typically a problem unless the scanner cable is disconnected after the switching to batch mode. If this should occur, the operator receives a scanner error. The only option is to click 'OK' to cancel the scan. Once clicked, a runtime error occurs and the application shuts down. Ensure that the scanner cable remains connected and if it should become disconnected, reconnect the cable.

You will receive a [-20013] scanner error upon entering Check Capture on a computer that has never accessed OTCnet before. The problem has most likely occurred because the USB-connected scanner was connecting during the uploading or refresh of the OTCnet and the scanner driver was not successfully installed. To correct the problem:

1. Make sure that the USB scanner is connected to the OTCnet computer.
2. From the Windows desktop, click the 'Start' button, then click 'Control Panel'.
3. If Control Panel is in '**Category View**', click on '**Switch to Classic View**' at the upper left of the Window.
4. Double-click on '**Add Hardware**'. The 'Add Hardware Wizard' window appears. Click the '**Next**' button.
5. The wizard searches the computer for hardware that has been recently added but not yet installed. It then asks if this hardware is already connected to the computer.

Make sure the scanner is connected via an available USB port and click **‘Yes, I have already connected the hardware’**.

6. A list of already installed hardware appears. There should be a ‘USB device’ at the top of the list overlaid with a yellow question mark. Click this line to select then click the **‘Next’** button.
7. The wizard may ask if it can connect to the internet and search Windows Update for a driver. Click **‘Yes’**. It is not necessary to connect to the internet but the wizard searches the computer for the driver, it installs the driver for the scanner.
8. When complete, click the **‘Finish’** button. Close ‘Control Panel’.

## EC7000i Scanning Problems

One long beep followed by five short beeps while scanning items on your EC7000i scanner indicates a problem. Please click cancel to terminate that transaction and rescan that item. This sequence of beeps usually means that the back of the check has not been scanned. Any other unusual issues or tones may indicate scan errors. Please cancel that transaction and rescan the item. If necessary, the item may need to be voided.

## Panini Scanning Problems

While configuring the Panini in OTCnet, under Devices Configuration , no error is given if the Panini scanner is disconnected. When the operator attempts to scan a check in batch mode, a warning message reads “Scanner error. Canceling batch scan and starting keying phase.” Clicking the **‘OK’** button brings up the message again. In the single mode, no error message is returned and the scanner seems to be waiting for the check to be scanned although the status message says, “Problem detected, check scanner.” Check to make certain that the scanner cable is connected at both the back of the scanner and into the back of the computer.

When the computer goes into ‘Power Save’ or ‘Hibernation’ mode, the user is logged out of the system. This is a fix to a previous problem that would cause the Panini to lose connection with OTCnet and require that it be disconnected then reconnected to the computer.

The Panini scanner does not reconnect after a scanner jam. An error message appears on the screen stating that there is a scanner error and the application enters the keying mode. The only option is to click the **‘Cancel’** button on the error window. Check Capture is ready for a new scan but the scanner’s red light is flashing and the scanner is not able to accept checks. To correct the scanner condition, log off and log back on to reconnect to the scanner.

## Default Sound Signals

Several conditions are signaled by a pattern of tones in addition to the LED display on the following types of Check Capture scanners:

**Table 1: Default Sound Signals**

Tone	Meaning	Scanners
One short beep LED is flashing green	The unit was successful in reading the MICR line.	EC5000i, EC6000i and EC7000i
Three short beeps LED is flashing red	The unit was not successful in reading the MICR line.	EC5000i, EC6000i and EC7000i
One long beep LED is flashing red	An error occurred during processing or storing of the captured image.	EC5000i, EC6000i and EC7000i
One long and five short beeps LED is flashing red	The scanner has failed to scan the back of the check.	EC7000i

## Check Processing Error

A check processing error can occur when you attempt to scan an unsupported check format, such as a foreign check, checks payable in non-US currency, or Savings Bond Redemptions.

These types of checks cannot be processed using Check Capture and need to be processed through the Deposit Processing functionality.

## Keypad/ Scanner Problem

When using the EC5000 or EC7000 scanners combined with either model of keypad, OTCnet Check Capture and Check Processing may occasionally stall between data entry and keypad confirmation states. The keyboard input is not accepted, the scanner light flashes green and the operator's only option is to click '**Cancel**'. The occurrence is rare and does not seem to occur with the EC6000 scanner.

## Printer Problems

If experiencing problems with printing, check the following:

- Printer is connected to the LAN or to the local printer port on the back of the laptop/desktop.
- LAN is operational (if connected to a LAN).

- Insure the correct printer is selected from the OTCnet Devices Tab. See your IT personnel to have the printer added to your Windows operating system.
- Printer has paper.
- Printer is plugged in.
- Printer is online.
- Correct printer driver was installed.
- There is not paper jammed in the paper feed tray or the paper output tray.

If the problem still exists after checking the list above, turn the printer off, wait 5 seconds, and then turn it back on.

Contact your System Administrator if unable to resolve problem. Connect a local printer if the LAN connection cannot be resolved.



## Topic 5. Troubleshooting Error Messages

### Error Messages

If an error message displays that is not indicated in this Troubleshooting section, or if you are experiencing additional problems, please contact the Customer Service at 866-945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at FMS.OTCChannel@citi.com.

### Troubleshooting Errors within OTCnet Check Capture and Check Processing

The following table addresses troubleshooting dialog messages and scenarios that may occur while using OTCnet.

**Table 2. Check Scanning Error Messages**

Message Number	Message Text
SCNCHK001	Expected a Personal check but detected a Non Personal check. Would you like to process this item as a Personal check?
SCNCHK002	Expected a Non Personal check but detected a Personal check. Would you like to process this item as a Non Personal check?
SCNCHK003	The check amount should be greater than \$0.01 and less than 99,999,999.99. [new message]
SCNCHK004	"User Defined Field " is required. [new message]
SCNCHK005	The "User Defined Field " must be in yyyy/mm/dd format. [new message]
SCNCHK006	The "User Defined Field " must be in mm/dd/yyyy format. [new message]
SCNCHK007	The value for "User Defined Field " field is not within allowed minimum/maximum value. [new message]
SCNCHK008	The "User Defined Field " value is more than 256 characters. [new message]
SCNCHK009	Data entry is complete.
SCNCHK010	Cancel Transaction. Are you sure?
SCNCHK011	[In Batch Mode] Canceling batch scan and starting keying phase.
SCNCHK012	[In Batch Mode] Click "Yes" to cancel the current and all remaining items. Click "No" to cancel the current item.
SCNCHK013	Please enter the batch control amount in \$0.00 format.
SCNCHK014	Please enter a positive number greater than 0.
SCNCHK015	Batch Control Amount and Batch Control Count are required.
SCNCHK016	Would you like to correct the codeline? [with buttons: Yes, Rescan and Cancel]
SCNCHK017	You must enter comments concerning the override request.
SCNCHK018	Override check was successful.
SCNCHK019	[While Using Keypad] Customer has canceled the transaction.

Message Number	Message Text
SCNCHK020	[While Using Keypad] There was no response from the keypad. Would you like to cancel the transaction?

Table 3. Check Capture Configuration Error Messages

Message Number	Message Text
CONCHCAP001	Scanner Error. [-20013] Please check scanner power/connection.  Proposed new message: <b>"Scanner Error # 20013. The scanner is not connected properly. Please check the scanner connection."</b>
CONCHCAP002	"Keypad Error [-20015] Please check keypad power/connection"  Proposed new message: <b>"Keypad Error # 20015. The keypad is not connected properly. Please check the keypad connection."</b>
CONCHCAP003	Device Settings The Scanner and Keypad cannot share the same comm port.  Proposed new message: <b>"The scanner and keypad cannot share the same Serial Port number. Please update the Serial Port number for the scanner or keypad."</b>
CONCHCAP004	Application Settings A prompt selection must be checked when Batch Control Total is Mandatory.  Proposed improved message: <b>"Please select Batch Create or Batch Close option if Batch Control is Mandatory."</b>
CONCHCAP005	Please enter the Terminal ID within the range of 1 to 16 characters.

Table 4. Batch Management Error Message

Message Number	Message Text
MNGBCH001	Cannot deactivate the batch because it is currently in use. [new message]
MNGBCH002	Please confirm Batch List was Printed. Continue?
MNGBCH003	Close batch(es), ## item(s) Are you sure?
MNGBCH004	Batch did not print successfully. Batch close process will be canceled.
MNGBCH005	Submit batch(es), ## item(s) Are you sure?
MNGBCH006	Submit Batch Failed. Please Close to continue.
MNGBCH006	Only one item can be voided. [new message]
MNGBCH007	You must enter comments concerning the void request.

Message Number	Message Text
MNGBCH008	Void Item [IRN #] Are you sure?
MNGBCH009	Void Item [IRN #] Successful
MNGITM001	Current message: pop-up message with Yes, No and Cancel buttons: "Changes were detected" "Save changes?"  Proposed Message: "Changes were detected. If you select to save, please enter comments concerning the edit request".

## Topic 6. Problem Accessing OTCnet

If you are experiencing difficulties in accessing the OTCnet website or obtaining images once on the OTCnet website:

Try to access another website to ensure that internet access is available.

- Shut the computer down and restart it by clicking the Windows 'Start' button, then clicking 'Shut Down', then use the down arrow to choose 'Restart'. Click the 'OK' button to restart the computer. If you are still unable to access the site after the computer restarts, but able to access other sites, contact your System Administrator.

Make sure that you are accessing the correct URL of the OTCnet website

- Be certain that you are typing the correct password as it is case sensitive. If the account is locked, call the Treasury OTC Support Center at 866-945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at [FMS.OTCChannel@citi.com](mailto:FMS.OTCChannel@citi.com).
- If the application has a planned period of downtime, such as hardware or software upgrades, advance notice will be provided to OTCnet customers via e-mail with the timeframe of the planned downtime. Contact the Treasury OTC Support Center if you need to add names to the distribution list for these notifications. Should the OTCnet application experience any unplanned outages (on rare occasions), e-mails will be sent to the same distribution list to advise them of the outage and the expected time of resolution.

## Topic 7. Adjusting an Incorrect Entry

The minimum limit for reporting items that need to be adjusted by Treasury/FMS is \$25.00. If the adjustment is \$25.00 or more, the check is only corrected to the written dollar amount on the face of the check.

OTCnet payments should only be entered for the amount of the item being processed. If a data-entry error is made and the amount entered for the check differs from the written amount of the check, two options are available prior to transmission:

- Void the item and rescan, this time typing the correct dollar amount of the check.
- Ask an authorized user to access Batch Management and change the incorrectly typed amount with the correct amount. The batch can then be closed and transmitted by the lead check capture supervisor or closed and uploaded by the authorized person using the Batch Management component.
- Do not scan the item a second time to process a second item for the amount difference. Doing so would create processing errors at Treasury/FMS as well as at the check writer's financial institution.
- If a file containing the wrong amount has already been transmitted or if you ever encounter a processing issue and need assistance, please contact The Treasury OTC Support Center.

## Topic 8. Problems Balancing to CA\$HLINK II

If the information contained within your daily SF215 does not match what was processed:

- Determine the time that the information was sent. If batches were processed prior to 9:30 p.m. E S T, the processed batches are contained on the SF215 report, the next day.
- If all transactions processed prior to 9:30 p.m. E S T but are not on the SF215 report, please contact the Treasury OTC Support Center at (866)945-7920, or 302-324-6442, or military DSN at 510-428-6824, option 4, option 5, option 4 or via email at [FMS.OTCChannel@citi.com](mailto:FMS.OTCChannel@citi.com).
- Agencies should be able to see their transactions in CA\$HLINK II on day 2 after 10:00am E.T. (provided there were no operational problems that would prevent deadlines from being met).

***Note: If unable to match to information provided on the SF215, please contact the Treasury OTC Support Center. Please be prepared to have the transmission date, ALC numbers of the locations having problems balancing, batch number, batch list, and total dollar amount and item count.***

***Also:***

***If your site has large dollar transactions, please ensure that you see the items in OTCnet on the same day of the batch transmission. Items are typically available for viewing in OTCnet twenty minutes after transmission. This ensures that the batch transmitted successfully. It also provides you with a level of confidence that you will obtain your CA\$HLINK II deposit the next business day.***

## Topic 9. Refilling the ‘Electronically Processed’ Hand Stamp

If your agency uses EC5000i and Panini scanners, you may use the hand stamp to stamp their checks after processing. The hand stamp is used to stamp the words ‘Electronically Processed’ on each check once processed. The EC6000i and EC7000i scanners can be setup to automatically stamp the checks using the scanner’s franking functionality. For information on setting up the EC6000i or EC7000i scanner to frank checks, see *Appendix User Guide*.

When the hand stamp needs to be refilled, follow these steps (see Figures 5, 6 and 7 below):

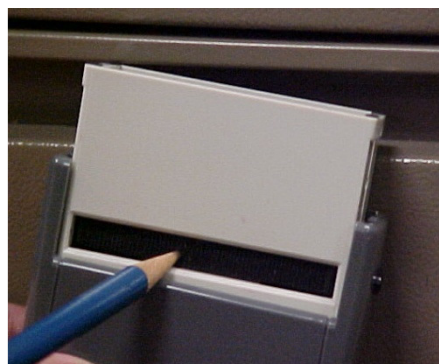
1. Press the white section down just a bit, then push the two buttons located on either side of the stamp until they lock-in, which sets the swivel stamp in a locked position as shown below.

**Figure 5.** Step 1: Refill Hand Stamp



2. The ink pad has black ridges that are seen running lengthwise. Using a pencil or ruler, gently push on the black ridge section to slide the ink pad out of the stamping device. The ink pad slides all the way out of the stamp.

**Figure 6..** Step 2: Refill Hand Stamp



3. Add ink drops onto the ink pad.

**Figure 7. Step 3: Refill Hand Stamp**



4. Slide the ink pad back in all the way with the ink side facing the bottom of the stamp, and the flat bottom of the ink tray resting on the white bridge inside of the bay where it is stored. Activate the ink pad by pressing it down onto a piece of paper.



## Summary

In this chapter, you learned:

- How to gain/regain user access and passwords
- Who to contact for access problems
- How to handle scanner issues
- How to decipher OTCnet error messages
- How to refill the 'Electronically Processed' hand stamp

In the next module, you will learn about the appendices.

## Notes

[illegible]

## Glossary

### A

**Accounting Code** - A unique agency classification code assigned to a transaction. Identifies the FRB Account Key that is used within the Federal Reserve. The FRB Account Key is used by FRB CASHLINK in combination with the RTN to determine the appropriate CA\$HLINK II CAN. The FRB Account Key is similar to the CAN, but is only used for FRB financial activity.

**Accounting Code Description** - A brief explanation that provides further detail about an accounting code.

**Agency CIRA Report** - A check processing business report that allows you to view the batch level transaction activity for a specified OTC Endpoint. A user can filter the report by Received Date, Capture Date, Batch ID, or Check Capture Operator.

**Agency Contact** - A person designated by an agency as the primary contact regarding deposit-related matters.

**Agency Information** - The optional comments or instructions, receipt processing dates, alternate agency contact, and internal control number for your deposit.

**Agency Location Code (ALC)** - A numeric symbol identifying the agency accounting and/or reporting office. **Agency Location Code plus 2 (ALC+2)** - A numeric symbol identifying the agency accounting and/or reporting office.

**Agency Manager** - A user that has authorization to view and download CIRA records and view reports.

**Alternate Agency Contact** – A person designated by an agency as the secondary contact regarding deposit-related matters.

**Audit Log** - A table that records all interactions between the user and OTCnet Deposit Reporting, Check Capture, Check Processing, administrative actions and other processes that take place in the application. Some entries also contain before and after values for actions completed. The audit log is available for download to a *comma separated value report (CSV)* and opened in a spreadsheet program or available to print in a formatted audit log report.

**Automated Clearing House** - A computerized network used by member financial institutions to process payment orders in machine readable form. ACH processes both credit and debit transactions between financial institutions in batches. ACH items are settled electronically and do not require an image.

### B

**Back Office Processing Method** - Indicates that a customer presented a check in person, but the check is being scanned in a controlled back-office environment away from the customer.

**Batch** - A file containing the transaction information and tiff images (collection of scanned checks) of one or more checks, which will be sent for settlement.

## C

**CA\$HLINK II** - An electronic cash concentration, financial information, and data warehouse system used to manage the collection of U.S. government funds and to provide deposit information to Federal agencies.

**CA\$HLINK II Account Number (CAN)** - The account number assigned to a deposit when it is submitted to CA\$HLINK II.

**Central Image and Research Archive (CIRA)** - The Central Image Research Archive (CIRA) is an image archive of all items processed in the OTCnet System.

**Check 21** - Provides the legal framework for the creation of substitute checks which can be used in place of the original paper document, without an agreement in place with other financial institutions. A substitute check is a paper reproduction of the original check. Check 21 items require an image before they can settle. Check 21 is also referred to as check truncation.

**Check Capture** – The component of OTCnet used to process scan images of checks and money orders through OTCnet for the electronic deposit of checks and money orders at financial institutions. Check capture can be done online through the internet, or offline through the user's desktop.

**Check Capture Administrator** - An agency user that has the authorization to define and modify the check capture sites; to configure Check Capture functions and perform upgrades of the application; to download user profiles; as well as download software or firmware to the terminal using the Download Check Capture application permission.

**Check Capture Lead Operator** - An agency user that has the authorization to in scan checks into a batch, close a batch, balance check amounts and enter batch control values during batch closing. However, the user does not have authorization to accept duplicates, make MICR corrections, authorize the use of out-of-date LVD, or accept checks with poor quality.

**Check Capture Offline** – A web-based functionality in the offline Check Capture application that resides in the user's desktop for capturing check images for the electronic deposit of checks and money orders. The check transactions are stored within a local database, and the check information will need to be uploaded to OTCnet server when there is internet connectivity before they can be deposited for settlement.

**Check Capture Online** – A web-based functionality within OTCnet to allow agencies users to process scanned images of checks and money orders for the electronic deposit of checks and money orders at financial institutions. The check transactions are directly saved to the OTCnet online database, and no upload of batches of checks are needed.

**Check Capture Operator** - An agency user that has the authorization to perform only very minimal Check Capture activities. This user has authorization to scan checks into a batch and close a batch. This user does not have authorization to accept duplicates, make MICR corrections, authorize the use of out-of-date LVD, or accept checks with poor quality.

**Check Capture Supervisor** - An agency user that has the authorization to perform all the functions on the Check Capture. The user has authorization to accept duplicates (not recommended), make MICR corrections, authorize the use of out-of-date LVD, and accept checks with poor quality.

**Check Number** - The printed number of the check writer's check.

**CIRA Viewer** - A user that has authorization to view CIRA records and download CSV files.

**Comma Separated Values (CSV)** - A computer data file used for storage of data structured in a table form. Each line in the CSV file corresponds to a row in the table. Within a line, fields are separated by commas, each field belonging to one table column.

**Cost Center Work Unit (CCWU)** – A Federal Reserve cost center work unit that processing the FRB deposits and adjustments. It is normally abbreviated as CCWU, and provided only on non-commercial (FRB settled) transactions provided only on non-commercial (FRB settled) transactions. Debits and credits processed by FRB Cleveland will be noted with the CCWU number 9910 on the daily accounting statement agencies receive from the Federal Reserve Bank.

**Customer Not Present Processing Method** - The processing method selected in OTCnet when processing a check that has been presented by a check writer who is not present at the agency location i.e., mail.

**Customer Present Processing Method** - The processing method used in the OTCnet when the check writer is presenting the check in person.

## D

**Debit Gateway** - The financial settlement program that is responsible for the presenting and settling of payment transactions acquired through the OTCnet application. The Debit Gateway receives a transaction file from OTCnet and determines the proper path for settlement of each item. Items are either converted to ACH for direct automated clearing house debit, or are included in an image cash letter, which is sent to the Check 21 system for presentment to paying banks. Once the file is processed, the Debit Gateway sends a Response Processing File (RPF) to OTCnet with the status of each of the items.

**Demand Deposit Account (DDA)** - The account at a financial institution where an organization deposits collections.

**Display Order Number** - The order in which user defined fields (UDFs) should be displayed.

## F

**Federal Program Agency** - A permanent or semi-permanent organization of government that is responsible for the oversight and administration of specific functions.

**Federal Reserve Bank (FRB)** - A Federal Reserve Bank is one of twelve regulatory bodies throughout the United States that make up the Federal Reserve System. Each Bank is given power over commercial and savings banks in its area and is charged with making sure that those banks comply with any and all rules and regulations.

**Federal Reserve Bank-Cleveland (FRB-C)** - Partners with FMS to manage the OTCnet application. Responsible for check clearing, deployment, training, project management and customer service.

**Federal Reserve System's Automated Clearing House (ACH) System** - Enables debits and credits to be sent electronically between depository financial institutions.

**Financial Institution (FI)** - A bank, designated by the Treasury and a Treasury General Account (TGA) of International Treasury General Account (ITGA), which collects funds to be deposited in the Treasury General Account. These banks also include the Federal Reserve Bank (FRB).

**Financial Institution Information** - The name, address, routing transit number, and the demand deposit account number of a financial institution.

**Financial Management Service (FMS)** - The bureau of the United States Department of Treasury that provides central payment services to federal agencies, operates the federal government's collections and deposit systems, provides government wide accounting and reporting services, and manages the collection of delinquent debt owed to the government.

**Firmware** - A release used for initial download or upgrades to the scanner software that allows a scanner to be used on a terminal. The firmware versions also contains a series of other back-end installation files that should be installed on a terminal to enable it to be used for Check Capture in OTCnet.

**Franker** - An internal stamp unit that stamps a check with "Electronically Processed" after the check is processed and scanned. Franker availability is based on the model of your scanner.

**Franking** - The process of stamping a check processed through Check Capture. The stamp indicates that the check was electronically processed.

## H

**Highest Level Organization** - The primary level of the organization hierarchy.

## I

**IBM Tivoli Identity Manager (ITIM)** - Refers to FMS's Enterprise provisioning tool for user account and identity management.

**Individual Reference Number (IRN)** - The auto-generated unique number used in OTCnet to identify Check Capture transactions. **Input Length Maximum** - The maximum number of characters that may be entered in a user defined field.

## L

**Local Accounting Specialist** - A user who is an expert on the organizational structure, reporting needs and accounting rules for their depositing endpoint and its lower level OTC Endpoints. This role will establish and maintain the organizational structure, accounting code mappings to individual endpoints and the processing options that one or more lower level OTC Endpoints will use in OTCnet.

**Local Security Administrator (LSA)** - An agency or financial institution/federal reserve bank user who has authorization to maintain user access to an organization, including assigning/removing user roles and assigning/removing organization hierarchy access. This user is also able to request and create users for the organization.

**Local Verification Database (LVD)** - A database (specific to the endpoint using OTCnet) that is downloaded from OTCnet and stored locally on the agencies network, which replicates the information found in the Master Verification Database (MVD).

**Lower Level Organization** - Any organization created below the highest level organization.

## M

**Magnetic Ink Character Recognition (MICR)** - Digital characters on the bottom edge of a paper check containing the issuing bank's ABA number and account number. The check number may also be included.

**Master Verification Database (MVD)** - It is an online database specific to the agency that maintains the agency hierarchy check cashing policy, information on bad check writers, and manually entered blocked items based on an agency's policy. Bad check information is accumulated in the MVD as agencies process checks through Check Capture. The MVD provides downloads of dishonored check information and blocked items via the Local Verification Database (LVD) on a daily basis.

**MVD Editor** - A user that has the authorization to view, edit, and download CIRA records, view verification records, and read blocked records containing only ABA permissions.

**MVD Viewer** - A user that has the authorization to view and download CIRA records, view verification records, and read blocked records containing only ABA permissions.

## N

**Non-Personal Item Type** - Indicates that the name on check is an organization, or the check is a money order, traveler's check, or third-party check.

## O

**Organization** - The location or level within a Federal Program Agency.

**Organization Hierarchy** - The structure of a Federal Program Agency as defined in OTCnet.

**OTC Collections** - Receipts that contain cash, checks, and/or money orders that are collected over-the-counter by organization endpoints in exchange for goods or services.

**OTC Endpoint** - The endpoint (location) that collects over-the-counter (OTC) receipts and deposits them to the Treasury's General Account.

**OTC Endpoint (CHK)** - The endpoint (location) setup in OTCnet to use check capture.

**Over the Counter Channel Application (OTCnet)** - Refers to the over the counter application that provide Check Capture and Deposit Reporting to end users.

## P

**Personal Item Type** - Indicates that the name on check is an individual's name, not acting as a business.

**Primary Local Security Administrator (PLSA)** - An agency or financial institution/federal reserve bank user who has authorization to maintain user access to an organization, including assigning/removing user roles and assigning/removing organization hierarchy access. This user is also able to request and create users for the organization.

**Processing Options** - User-defined parameters for the deposit and adjustment processes.

## R

**Represented** - This transaction was returned with a reason code that allows for another collection attempt to be made (see Appendix Chapter of the Participant User Guides for Reason Codes). Depending on an agency's policy, the item is reprocessed in an attempt to collect the funds from the check writer. Items with this status are in-process of collection.

**Retired** - This transaction was unable to be collected. The agency receives an SF5515 Debit Voucher Report with a debit processed to Debit Gateway, the effective date and debit voucher number. The offset to the agency's debit is an ACH return or a paper return (Check 21) received from the check writer's financial institution. This transaction cannot be processed again through OTCnet.

**Return Reason Codes** - Represent the numeric codes used in the ACH and paper return processing, which specify the reason for the return of the transaction and Check 21 codes.

**Return Settlement Date** - The effective date of settlement of the returned check item.

**Returned Item** - A check that was originally part of an OTCnet deposit but returned to the financial institution for non-sufficient funds, closed account, etc.

**Routing Transit Number (RTN)** - (also known as **American Bankers Association (ABA) Number** or **Bank Routing Number**) - The nine-digit number used to identify a Financial Institution.

## S

**Settle Best Method** - The option that allows OTCnet to decide the best settlement method for personal and non-personal checks. **Settled** - This transaction is complete and the funds have been credited to the agency's Treasury General Account. The effective date of the deposit and the SF215 Deposit Ticket Report deposit ticket number are provided.

**Settlement Date** - The date the deposit is credited to the Treasury General Account.

**SF215 Deposit Ticket Report** - The report presented to a financial institution by a U.S. government agency with checks and other payment instruments to make a manual deposit. This report is manually generated for Deposit Reporting and auto-generated for Check capture. The report is available in OTCnet for 45 calendar days.

**SF5515 Debit Voucher Report** - The report used to debit the Treasury General Account (TGA) to decrease the amount of a deposit made to that account. This report is manually generated for Deposit Reporting and auto-generated for Check capture. The report is available in OTCnet for 45 calendar days.

**Short Name/Code** - The user-defined text describing an organization. Short Names/Codes must be unique within an organization hierarchy.

**Suspend** - Indicates that an individual's record is set to a predetermined suspension period. During this time, OTCnet prevents an individual from processing a check through OTCnet. The individual's database record has a Trade Status of Suspend and the expiration date is set until a specific date.

## T

**Terminal ID** - The unique number assigned to the workstation where a user performs functions in OTCnet.

**Trade Status** - Represents the status of the verification records. There are four possible trade statuses in the system: Blocked, Denied, Suspended, and Cleared. The Trade Status D-Suspended or D-Denied is assigned to auto generated Dynamic records.

**Transaction History** - Defines the time range that a Deposit Confirmer will be able to view the historical deposit transactions for his or her financial institutions. For example, if the transaction history is set at 45 days, the Deposit Confirmer will be able to view all the deposits that he or she has confirmed for the past 45 days.

**Transaction Reporting System (TRS)** - A collections reporting tool, supplying the latest information on deposits and detail of collections transactions to federal agencies. The system will allow financial transaction information from all collections systems and settlement mechanisms to be exchanged in a single system.



**Treasury Account Symbol (TAS)** - The receipt, expenditure, appropriation, and other fund account symbols and titles as assigned by Treasury.

## U

**Universal Serial Bus (USB)** - A connection port on a computer that is universally compatible with many types of devices, such as printers, speakers, mouse, flash drives, etc.

**US Dollar Equivalent (USE)** - The deposit amount, in United States currency, which is equal to the foreign currency for which it is being exchanged.

**US Treasury** - The executive department and the Treasury of the United States federal government.

**User Defined Field (UDF)** - A user-defined text that describes deposit activity or deposit accounting activity.

## V

**View CA\$HLINK II File Status Report** - An administration report that allows you to view status of deposit report files that have been processed by CA\$HLINK II or are ready for CA\$HLINK II to process.

**View FRB CA\$HLINK File Status Report** - An administration report allows you to view the status of deposit files that have been sent to FRB CA\$HLINK.

**View TRS File Status Report** - An administration report allows you to view the status of TRS files that have been processed by Transaction Reporting System (TRS) or are ready for TRS to process.

**Viewer** - A user who has authorization to view OTCnet information and produce reports from it.

## Index

Agency Contact .....	22	Debit Gateway .....	24
Agency Manager .....	22	Failed .....	24
American Bankers Association .....	22	Franker.....	25
Approved Batch Status .....	22	Franking.....	25
Automated Clearing House .....	22, 24	Individual Reference Number .....	25
Back Office Processing Method .....	22	Item Type .....	25, 26
Bank Routing Number.....	22	Master Verification Database.....	25
Batch ID.....	22	MVD Edit.....	25
Batch Item .....	23	MVD Viewer .....	25
Batch List.....	22	Received .....	26
Batch Status .....	23, 25, 26	Represented .....	26
Capture Date.....	23	Retired .....	26
Cashier ID .....	23	Returned Item .....	26
Central Image and Research Archive .....	23	Returned Settlement Date .....	26
Check 21 .....	26	Single Sign On .....	5
Check Amount.....	23	Terminal ID .....	26
Configurable Fields .....	23	Troubleshooting .....	1, 3, 5, 6, 8, 13
Customer Not Present Processing Method.....	23	Universal Serial Bus (USB).....	26
Customer Present Processing Method .....	23		